

## MEMORANDUM

TO: Vermont Mental Health Performance Indicator Project  
Advisory Group and Interested Parties

FROM: John Pandiani  
Janet Bramley

DATE: November 12, 1999

RE: Satisfaction with Services and Incarceration After Treatment

The relationship between different indicators of program performance is a major interest of the Vermont Performance Indicator Project. This week's PIP reports on the results of our analysis of the relationship between consumers' evaluations of CRT programs and the rate at which the survey respondents were incarcerated during the year after the consumer survey.

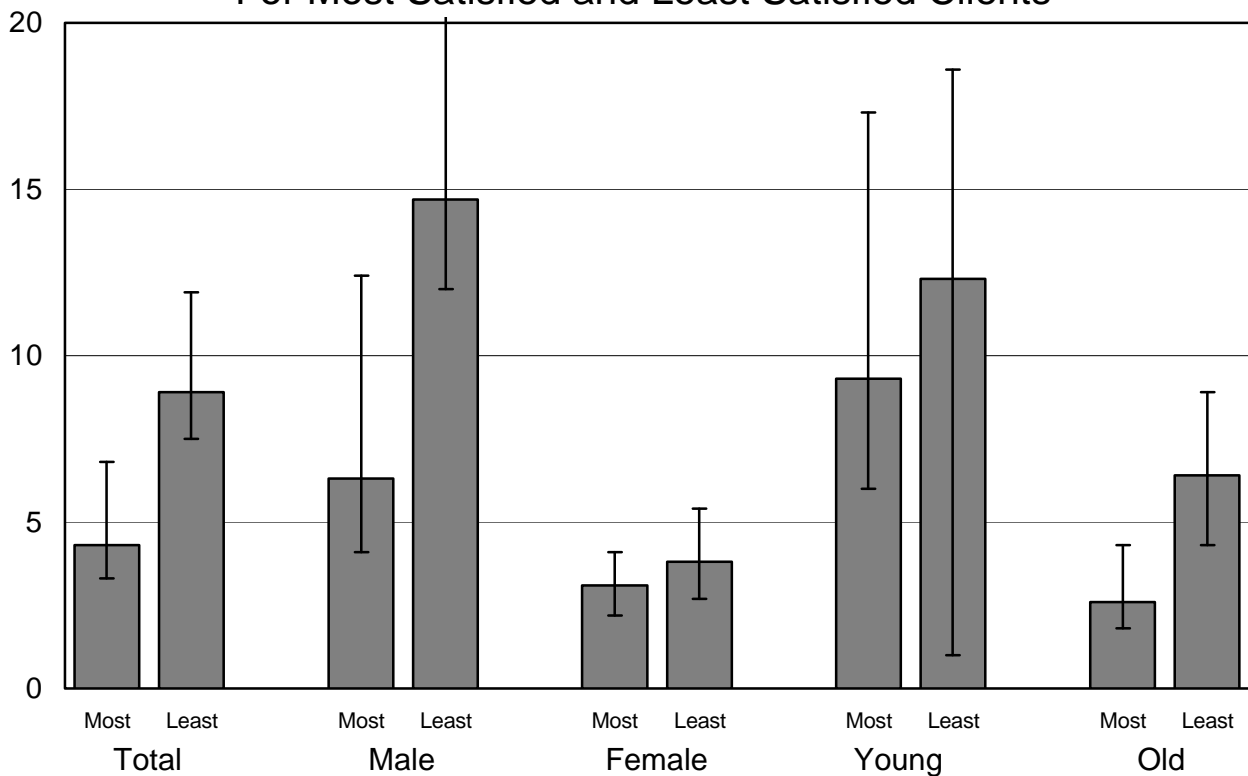
As you will see, the consumers who were most satisfied with the services they had received from their local community mental health program were significantly less likely to be incarcerated during the following year than the consumers who were least satisfied with the services they had received. Almost 9% ( $\pm$ ) of the consumers in the least satisfied group were incarcerated during the year after treatment. In contrast, only 4.3% ( $\pm$ ) of the consumers in the most satisfied group were incarcerated during the year after satisfaction with community services was measured.

Men were substantially more likely than women to be incarcerated during the year after the survey, regardless of the level of satisfaction. Men who were most satisfied with services were also significantly less likely to be incarcerated during the following year than men who were in the least satisfied group. The estimated incarceration rate for the most satisfied women was lower than the rate for women in the least satisfied group but the difference was not statistically significant.

Younger consumers (39 years of age or less) in both satisfaction groups were substantially more likely than older consumers to be incarcerated during the year after the survey. Older consumers in the most satisfied group were significantly less likely to be incarcerated during the following year than older consumers in the least satisfied group. The estimated incarceration rate for the most satisfied younger consumers was lower than the rate for the younger consumers in the least satisfied group but the difference was not significantly significant.

We will be very interested in your interpretation of these results. Please give us a call (802-241-2638) or send an email ([jpandiani@ddmhs.state.vt.us](mailto:jpandiani@ddmhs.state.vt.us)).

## Rates of Incarceration after CRT Consumer Survey For Most Satisfied and Least Satisfied Clients



	Most Satisfied	Least Satisfied	Significance
<b>Total</b>			
Rate	4.30%	8.90%	p<.01
95% CI	3.3%-6.8%	7.5%-11.9%	
(Number)	555	437	
<b>Male</b>			
Rate	6.30%	14.70%	p<.02
95% CI	4.1%-12.4%	12.0%-21.0%	
(Number)	219	202	
<b>Female</b>			
Rate	3.10%	3.80%	Not Significant
95% CI	2.2%-4.1%	2.7%-5.39%	
(Number)	336	235	
<b>Young</b>			
Rate	9.30%	12.30%	Not Significant
95% CI	6.0%-17.3%	10.0%-18.6%	
(Number)	148	182	
<b>Old</b>			
Rate	2.60%	6.40%	p<.01
95% CI	1.8%-4.3%	4.7%-8.9%	
(Number)	407	255	